

5202 - COMMUNICATIONS SUPERVISOR

NATURE OF WORK

This is advanced supervisory and administrative telecommunications work in the City of Miami Beach Public Safety Communications Bureau (PSCB) responsible for effective operation of the emergency and non-emergency automated communications and information systems, radio transmitting, and related equipment. Work involves planning, supervising, evaluating and training PSCB personnel involved in processing and dispatching for emergency and non-emergency calls. Employees insure that they and their employees follow and are trained in current procedures especially for critical situations involving the preservation of life and property. Insuring prompt and highly accurate responses is required even under stressful and emergency circumstances. Employees maintain a high degree of concentration and recall of details of numerous events occurring simultaneously. Employees in this class assist in determining and implementing operating procedures. Employees are responsible for the development, administration, and evaluation of diversified PSCB in-service training programs.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

Insures effective operation of the emergency and non-emergency PSCB including automated systems, radio transmitting, and related equipment.

Plans, supervises, evaluates, and trains PSCB personnel involved in: processing emergency and non-emergency public safety and other calls; dispatching personnel and equipment; and processing data from various information systems.

Responds to or assists subordinates in responding to unusual or difficult situations and resolving problems; investigates and resolves citizen complaints.

Assists in determining, developing, implementing, and insuring adherence to operational procedures consistent with federal, state, and local laws, ordinances, and regulations; and City policy and procedures.

Conducts roll call to assure subordinates' awareness of recent developments, special tasks, and assignments and inspects subordinates equipment and appearance.

Prepares, maintains, and applies information in procedural manuals, narrative reports, records, correspondence and statistical tabulations.

Develops, plans, administers, evaluates, and revises training programs for new and existing employees in order to meet training objectives.

Consults with supervisors and others and compiles and evaluates data in order to determine training needs and objectives, priorities, and effectiveness.

Compiles training materials including, but not limited to, course content and outlines, lesson plans, and training aides.

Completes research, participates in training, and maintains contacts in order to remain informed on current developments, programs, regulations, and procedures in communications, training, and supervision; incorporates such information in training.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of current uses of emergency and non-emergency, automated communications and information systems, radio and telephone operations, recorders, computer aided dispatch systems, and related equipment and procedures.

Thorough knowledge of PSCB standard operations.

Thorough knowledge of local geography, roadways, landmarks, and Jurisdiction boundaries. Thorough knowledge of applicable federal, state, and local laws, ordinances, and regulations; City, police, and fire practices, procedures, laws, policies, and terminology.

Thorough knowledge of the City and other agencies sufficient to respond to or redirect citizen inquiries.

Ability to plan, supervise, evaluate, and train personnel performing a variety of diversified functions in a manner which promotes high morale and effective performance.

Ability to understand, retain, apply, and instruct others in detailed and complex written, verbal, and demonstrated procedures, information, and regulations as applied to a variety of situations.

Ability to analyze information from a variety of sources, assess a situation, use sound judgment in drawing valid conclusions, and take appropriate action in crises situations which may include life and death decisions.

Ability to maintain excellent concentration and recall details of several events occurring simultaneously.

Ability to effectively prioritize duties when dealing simultaneously with numerous functions. Ability to react quickly, accurately, and calmly in stressful and emergency situations.

Ability to communicate effectively, verbally and in writing, and maintain effective working relations with other employees, other agencies, and the general public by means of radio, telephone, or person-to-person contact.

Ability to prepare and maintain accurate detailed records and prepare detailed comprehensive written or computerized reports, analyses of statistical data, procedures, and training materials.

Ability to research and verify information and resolve discrepancies.

Ability to research, develop, plan, administer, evaluate, and revise procedures, manuals, and training programs consistent with current guidelines and meeting training needs.

MINIMUM REQUIREMENTS

Three (3) years full-time paid experience in a police or fire dispatch center.

Type 25 correct w.p.m.

Effective verbal English communications skills.

PHYSICAL REQUIREMENTS

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Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling; some crawling, reaching, and handling, standing, pushing, and pulling; extensive sitting.

SUPERVISION RECEIVED

Supervision is received from an administrative supervisor through monitoring, consultation, and periodic review of reports. General and specific work assignments are received. Work is performed with little direct supervision and with considerable latitude for use of initiative and independent judgment.

SUPERVISION EXERCISED

Directs and supervises an assigned group of technical and/or clerical PSCB employees.

Rev. 2/02 (minimum requirements)